

EXHIBIT 2

Desktop Streaming Customer Comments – March 2002 - TSG

1)	Comment	Having the tech take over my computer to fix my problem was the coolest thing! It was definitely faster than calling on the phone and going through the steps myself. I will be doing it this way if I ever have any more problems.
	Response	As I said, watching the mouse whip over my screen was fun. The problem was solved quickly and painlessly; overall, my experience with Optimum Online has been great and I am deliriously happy with my high speed Internet service. I was minutes away from installing Verizon DSL when I received a notice in the mail that Optimum Online had finally come to my area. Minutes later, I was signed up with you guys and packing up the DSL equipment. <u>You saved my life! ANY call to Verizon is at least a 45 minute wait. I hate Verizon. I LOVE Optimum Online. Thanks for everything!</u>
2)	Comment	Brian J was VERY knowledgeable and thus VERY helpful. His courteous disposition also made speaking with him a very pleasant experience.
	Response	As far as my needs went, nothing was left unfulfilled. In fact, <u>my expectations were exceeded with the level of service and suggestion provided.</u> Keep up the good work!
3)	Comment	Jim D was extremely helpful and saved me tons of time by helping me set up my much needed email account... he deserves a raise!!! :) Thanks again for all your help in wonderful customer support... we have tried AOL, Verizon <u>and by far, you guys were the quickest to respond and not to mention the best help ever!</u>
	Response	Excellent and I will never hesitate to contact your customer support team!! Thanks again for your help!
4)	Comment	The Optimum Online Technicians are A+++
	Response	My experiences with the technicians have been great and <u>I am going to recommend Optimum to all my friends and relatives, because the technical support is extraordinary.</u> I hope you keep up this service as good as is now. Thank you.
5)	Comment	Every time I call with problems it is a pleasure. You guys are awesome. I have never had a bad experience. Your tech support associates should be commended on their excellent customer service. Thank you.
	Response	AWESOME, SIMPLY AWESOME!!!!!!!!!!!!!!
6)	Comment	Laurie was very polite and helpful. Definitely an overwhelmingly positive customer service representation of Optimum Online. <u>In a new world of rude and indifferent csr's, this was refreshing!</u>
	Response	Perfect. This experience bolstered my already very high opinion of Optimum Online!
7)	Comment	Betty was fantastic in helping me set up my optonline account! <u>It was like sitting back and watching a painter create a masterpiece as she took over the</u>
	Response	I loved everything about my experience with Betty in setting up my account. As far as what you should do to improve, give Betty a big raise!
8)	Comment	Extremely knowledgeable and easy to understand.
	Response	All of my experiences with Optonline have been very good. Your technicians all seem to know what they're talking about. <u>I only wish that Microsoft and Dell had such good service.</u> Thanks for your help

9)	Comment	Hallam, technician # 3578, <u>was more helpful than any customer/tech support service person in any company that I have ever had the pleasure of dealing with.</u>
	Response	I LIKED IT ALL. product, people, service, knowledge, professional attitude. Don;t change anything at this point. JUST KEEP IT UP !
10)	Comment	the technician was so patient and extremely helpful. I learned more about optimum and my computer than I knew before.
	Response	It was a great and useful experience. <u>I f your service is as great as the tech I spoke to I'm going to enjoy using it.</u> Thanks for all your help

Desktop Streaming Customer Comments – April 2002 - TSG

1)	Comment	I Had the EXPERIENCE of a Lifetime dealing with optimum online support. The technology that came across my desk when your Professional Technician Named PAUL3825 answered my distressed call. A Very Courteous Person, as well as assisted me with remote support, which blew my mind. If you had more techs like Paul there would not be any Direct TV. Thank You
	Response	

2)	Comment	I am continually impressed with the professionalism Optimum Online's technicians display. Galvin was especially patient and helpful. Also, several weeks ago we had our cable connection fixed. The technician named Rey was also impressive. He was friendly, professional and very considerate while within our home. Customer service is not a priority with some companies. It is clear from the quality of your employees that this is not the case with Optimum Online. Thank you.
	Response	

3)	Comment	The technician was knowledgeable and skilled. More significantly, he was articulate, courteous, explained what he was doing, and offered to be of help. It was a pleasure to deal with someone with a genuine "customer service" orientation, rather than receive the surly "this is not our responsibility" brush-off so readily thrown at customers.
	Response	

4)	Comment	Nicolas was so patient, understanding and truly helpful. I am not very familiar with the Internet and he patiently walked me through the steps to set up my computer's e-mail with clarity for a person who has little knowledge about computers. I suggest you have Nicolas teach other tech support providers because he made the info accessible for an "ignorant" computer person like myself. Cablevision should be proud to know that Nicolas exemplifies true workmanship, caring, and teaching.
	Response	Cablevision provides great telecommunication services and should try to connect the globe through its vast telecommunication resources. Thank you for the assistance and guidance.

5)	Comment	He was extremely patient with me, though I was quite nervous he was very kind and patient. He is an excellent instructor and should be recognized for his tremendous patience and talent.
	Response	Very gratifying very thankful. I couldn't hope for more. I am 80 years old and have been a Roman Catholic Priest for a little over fifty years. I am experienced in teaching and appreciate an excellent teacher when I meet one.

6)	Comment	This was the first time ever I phoned for support and got fast, accurate and courteous help from an educated person in his field. The banks and other organizations should
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		follow.
	Response	I can't wait to tell my friends who have optimum about my experience. It was so very helpful and educational and also fun to watch. Thank you soooooo much

7)	Comment	Richard B. was extremely knowledgeable and helpful during my service call. He made what I assumed would be a 1-hour conversation into a highly efficient 10-minute conversation. He knows how to communicate the somewhat complicated terminology and procedures into language understandable to the non-technically proficient.
	Response	

8)	Comment	The customer service agent I spoke with was very helpful.
	Response	My experience was very positive. I previously had Earthlink DSL and used their tech chat services to ask a question and it was horrible. This was a much much better experience. I was not disconnected due to idle times and was able to get my questions answered. Thanks very much for the positive experience.

9)	Comment	
	Response	Awesome - remote access to my computer is one of the best and innovate new customer service features I have ever seen --- sure to become a standard best practice very quickly!

10)	Comment	Maurice was so nice and very helpful. I'm not so good at this and he talked me through very patiently. I love my optimum on line. I had AOL and it was the worst!!!!
	Response	

Desktop Streaming Customer Comments – May 2002 - TSG

- 1) Now that **customer service experience was more refreshing than my pool in July**. Finally, a company understands how much customers appreciate service, and beyond understanding, they deliver it. Wow.

Loved, loved, loved the Chat link service. Blown away by no lines, no waiting. Can't believe he came right onto my screen & got my email working. I am thrilled with your service. Thank you.
- 2) **Outstanding is an understatement.** Coupled with the program that allows the tech to enter my system, he resolved the issue in no time. Very knowledgeable and polite tech01.

Hope I never have to use your services again, but if I do, I know that my concern will be promptly resolved. Kudos to your customer service.
- 3) Couldn't have been any better. **Great customer support is what it's all about and Optimum has it.** Thank you!
- 4) I cannot express enough how "OUTSTANDING" the service I received was. Steve (tech#3635) was EXTREMELY helpful and really cared about the problem I was experiencing. **I have never received this kind of "Above and Beyond" service before** and consider myself very lucky to have had his friendly and professional assistance. I only wish that I could have his direct phone line next time I experience any technical difficulty. This tech is DEFINITELY an "ASSET" to Optimum online. (Thanks again!)
- 5) I had the pleasure of working with tech number 3522 today. Mr. Bozzanca provided swift, thoughtful, and educational support. **I would be delighted if service in all sectors of our economy was as genial.** Thank you

I enjoyed the gentle, friendly help provided by Mr. Bozzanca. His manner suggested that he felt a stake in achieving a positive outcome to my needs. Isn't this the way it is supposed to be? Thank you.
- 6) The young man **had the PATIENTS OF A SAINT!!** I could not have hookup to OPTIMUM ONLINE with out his Patients & Understating....

I could not have been in better hands. GIVE THAT YOUNG MAN A BIG RAISE!!!!!! He made my day. I thank you for having that young man working for you.
- 7) The tech support technician was great, **a real Godsend - very professional, knowledgeable**, worked at a pace that gave me a chance to follow. I'm 99% computer illiterate and he had a lot of patience. Thanks!

Excellent. Very good. I am confident that we're set up correctly and feel relieved that there is support we can call if we have a problem with the modem or online service.
- 8) I just spoke with Frank M. # 3689. I could not even imagine receiving better service than speaking with this man. He was very clear, very positive, very very smart, and showed me how to get the most from my optimum online. This guy is a real Pro!!! Thank you.

I felt like I was talking to one of my friends who was trying to help me out. I could not think of any possible way to improve your service, that's right, it's that good !!! Thanks again.

- 9) Once again, The Optimum Online support staff has answered my questions both swiftly and professionally. For a little over a year now, I have been extremely satisfied with your tech support service.

AS always, fast, exacting and very accurate with information.
Technical information is conveyed clearly and in step-by-step format.

- 10) I am just so pleased with the help I received. The technician was so very professional and so very patient with me. I have been very pleased with optonline, but this is the first time I have had to call for help - and **the assistance matches your actual product in terms of excellence!**

The ease with which I was served was incredible. There was no waiting and the technician's expertise was obvious.